Lessons Learned From The Naval Reserve's Navy Marine Corps Intranet (NMCI) Deployment/Cutover

1. Communication

- Communication is the key to successful NMCI deployment.
- Establish consistent communications between echelons (such as weekly teleconference).
- Sixty days prior to transition, start weekly meetings or conference calls with the Site Transition Manager (STM).
- Establish close and frequent communication between all involved parties via Video Teleconference (VTC) and teleconference.
- Include subordinate commands and Naval Reserve Activities (NRAs) in the NMCI cutover process as early as possible.
- Include Chief of Naval Installations in the initial planning phase to ensure awareness of facility requirements in support of NMCI.
- Determine the NMCI project manager (PM) for the command and ensure that the PM is the first in the line of communication with the STM and Site Manager (SM).
- Ensure that the STM and SM stay informed on support issues and project status and disseminate updated information to all team members.
- Coordinate with data analyst(s)and site points of contact (POCs) to ensure data is accurate and current.
- Review all information before it is distributed to users.
- Provide information/updates for site commanding officers to brief department heads and tenants on roles and responsibilities.
- Ensure NMCI and Navy teams understand the priorities and placement of systems.
- Provide training, to users, on NMCI guidelines and security measures.
- Encourage full participation and communication of comments and questions.
- Readiness Commands should host a kick off meeting to introduce NMCI ISF team to departments, NRAs, and tenant commands, and to facilitate discussion of transition plans.

2. Planning NMCI Deployment

- Ensure that each site appoints an NMCI Action Officer to oversee NMCI deployment.
- Know your contacts on military side and ISF, their authority, roles and responsibilities.
- Dedicate a full-time staff member to manage implementation and deployment preparation as a primary duty; assign additional support as needed.
- Prepare a transition team POC list and make the contact information available.
- Designate a POC to facilitate completion of the NMCI site surveys by the site's departments and tenants.
- Ensure that there is more than one person available to assist the NMCI survey teams.
- For NMCI deployment, prepare a site POC list that includes an Internet Technology representative for each department, NRA, and tenant command.
- Work with staff and the STM to ensure priorities/expectations are clear and minimize unexpected challenges.
- Conduct a command/site survey of the facility, desktops, network, VTC, and legacy applications.

- Survey all computers and network printers (including classified systems), software, licenses (and the number of authorized copies).
- Ensure all dual desktops are documented, tagged, and supported by NMCI.
- Develop site "as is" and "to be" schematics that include: locations and types of computers, servers, primary VTC locations (and additional NMCI wall plugs to support VTC training for mass audiences, such as in drill hall, classrooms, etc.), building dimensions, and distances between multiple buildings.
- Provide a current asbestos report to the ISF survey team.
- Determine if facility upgrades (of electrical outlets, circuit loads, air conditioning, etc.) are required due to additional computers, equipment, and "secure space" needs.
- Get official approval on updated drawings before disseminating them for action.
- Make sure that anyone making drop location changes is authorized to make the changes.
- Confirm agreement by approval authority regarding site drawings with drop locations.
- When the ISF team arrives on site--and before it begins work--hold a final conference call to reconfirm agreement on drop locations as documented on the site drawings.
- Once agreement is approved, the ISF work can begin as authorized.
- Before cutover, have all users back up needed data and delete/duplicate old data, including e-mail archives.
- Make copies of network diagrams, information security, "authority to operate/interim authority to operate," license information, and workstation computer requirements spreadsheets for distribution to ISF.
- Ensure that extra wall plugs are installed to accommodate future moves.
- Before NMCI ISF arrives, have on hand the site blueprint of building and drawings of locations for wall plugs.
- Before NMCI ISF arrives, stock power strips and correct local printer toner cartridges.
- Ensure there are means to clearly identify separation of resources (e.g. contractors', government's, and NMCI's power, space, and personnel).
- Ensure contractors and subcontractors provide security clearances prior to visiting site.
- Ensure ISF team members wear identification badges/name tags when visiting and working in each site.
- Ensure personnel are available at their workstations during cutover, or maximize work done after standard working hours/in workstation users' absences.
- Determine users that currently have NMCI accounts.
- Ensure each user profile is correctly associated with the user.
- Ensure that all new NMCI users submit their User Account Information Form (UAIF).